

What Is The Purpose Of Child Protective Services In-Home Services?

N.C. law requires that counties provide services to ensure a child's safety and that his/her basic needs are being met by his/her parent, guardian, or caretaker. If an investigative assessment social worker informs you that your case will be substantiated or found in need of services, and transferred to an In Home Services social worker, this means that another social worker, will be contacting you to assist with providing appropriate services to you and your family. This is an effort to strengthen your family as a unit.

What Can I Do To Help The Process?

- Allow the In Home Services social worker to come to your home.
- Keep all scheduled appointments.
- Discuss any concerns you may have reasonably and calmly.
- Work with the In Home Services worker to develop the Family Services Agreement for your family.

What Can I Expect?

- Within seven (7) calendar days of the substantiation or finding of in-need services, an In Home Services social worker will be contacting you to introduce him/herself.
- The social worker will have at least monthly and up to weekly face-to-face contact with you and your family as well as contact with others involved, i.e., therapists, doctors, other family members, on a bi-weekly basis to assure progress toward the treatment goals is continuing.
- Always the focus of an In Home Services worker's efforts is to ensure protection of the involved children and the preservation of the family.
- The In Home Services social worker will discuss what is called a Family Services Agreement. This is a document which will be jointly developed between your family and the In Home Services worker.
- The Family Service Agreement will specifically address the behaviors which were identified as posing risk to your children and how you and the In Home Services social worker agree to address the issues.
- If you have previously signed a Safety Assessment with an investigative social worker, it remains in effect until further notice.
- The Family Services Agreement will reflect a time for review and will also spell out specifics which may occur if you fail to comply, protect, and provide for your children.
- The Family Services Agreement requires both the family In Home Services social worker and the parent (s) , guardian (s) , or caregiver(s) signatures and you will be provided with a copy.
- Any changes or updates can occur at anytime deemed appropriate.
- A Child and Family Team will be established. This team is made up of professionals, parents, and the family social worker involved with your family.

**For Further Information
On Services Call
(828) 250-5500**

**For Emergencies, Weekends,
After Hours or Holidays
(828) 252-4357**

DSS Mission

To partner with individuals, families, and communities to strengthen their efforts toward Independence, Permanence, and Safety.

Social Worker:
Phone Number:
SW Supervisor:
Phone Number:

Visit our website at:
[www.buncombecounty.org/
governing/depts/dss/children](http://www.buncombecounty.org/governing/depts/dss/children)

Client's Rights And Responsibilities

As A Client Your Family Has The Right:

- To be treated with respect and courtesy, dignity, and respect.
- To have your questions answered and your telephone messages returned in a timely manner.
- To know DSS's legal authority and right to intervene.
- To know any possible action which DSS might take, including asking for court intervention.
- To know DSS's expectations of your family, along with what you can expect from DSS.

If you have an emergency, contact the In Home Services social worker. If you feel the situation will not wait until the social worker returns your call, contact the clerical support person for assistance.

Our work is guided by professional ethics and values that are designed to safeguard your privacy and confidentiality. If you have any concerns about how you have been treated, contact your worker's supervisor. If you are unsure who to contact, please call the Director's office at (828) 250-5587.

Buncombe County Government does not discriminate on the basis of race, color, religion, sex, age, national origin, handicap or disability in admission or access to its treatment or employment in its services, programs and activities in compliance with applicable federal and state laws.

Children Services Division

Child Protective Services In Home Services



Buncombe County Department of Social Services

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P.O. Box 7408
Asheville, NC 28802

Hours of Operation
Monday - Friday
8:00 am - 5:00 pm

Phone: (828) 250-5500
Fax: (828) 250-5779